

## Position Description: Tenancy Manager

### Our Commitment

We believe that, by supporting individuals and whānau as they work to answer their greatest needs and achieve their life goals, we can see entire communities transformed.

We are committed to supporting the vulnerable in our communities through the provision of support services that provide housing, training and employment, food support, counselling, financial mentoring, in-home healthcare and early childhood education and learning.

Visionwest's Community Housing service is actively addressing the issue of homeless in New Zealand by providing safe, quality, affordable rental accommodation for low-income families who cannot access Government-supplied accommodation or afford a private rental.

Our Visionwest Te Tiriti o Waitangi Policy affirms Visionwest's commitment to our responsibilities under Te Tiriti o Waitangi and its intention to ensure Te Tiriti principles of Partnership, Participation, Protection and Equity are understood, applied and reflected across the organisation. Visionwest aspires to embody the Wairua of Te Tiriti in its internal relationships, in its relationships with whānau, local Iwi, Hapū, Māori Service Providers and with other faith-based organisations working for equity, Māori aspirations and responsiveness to whānau hardship. This relationship is intended to be one of warmth, hospitality, and reciprocity, one that promotes equity, knowledge sharing and collective benefit.

### Purpose of the Role

- To manage and support tenant relationships and property maintenance within Community Housing service.
- To provide specialised coordination, administration, analysis and support to the Community Housing team.
- Contribute to the outcomes for the Community Housing team, working collaboratively, contributing to process and workflow improvements and capacity building.
- Contribute to the delivery of the strategic outcomes of Visionwest Community Trust, working within the values of the organization.

### Key Relationships

<b>Service and Team:</b>	Community Housing
<b>Reports to:</b>	Lead Tenancy Manager
<b>Key internal relationships:</b>	<ul style="list-style-type: none"> <li>• Team manager and members</li> <li>• Staff and volunteers of Visionwest and Glen Eden Baptist Church</li> </ul>
<b>Key external relationships</b>	<ul style="list-style-type: none"> <li>• Clients / Tenants</li> <li>• Contractors</li> <li>• Property Managers</li> <li>• Landlords</li> <li>• Real estate agents</li> <li>• Auckland Community Housing Providers</li> <li>• Government departments and Health and Community services</li> </ul>

## Role Responsibilities

### Team and Organisation

- Work collegially and collaboratively with the team in keeping with Visionwest's identity, culture and mission, contributing to a team environment where people have a clear purpose, are supported, and are healthy and engaged.
- Participate in team based, and organisation-wide, culture, engagement and learning activities, and encourage others to participate.
- Work collaboratively with internal stakeholders outside of team contributing to a mutually supportive work environment where both parties outcomes are met.
- When required, liaise/work with external stakeholders and agencies, representing the organisation in keeping with Visionwest's culture, values and kaupapa.

### Task Management

- Provide specialised tenancy service, analysis, advice and recommendations, being responsible for compliance with tenancy standards and within the RTA, facilitating tenant support, rent management, conducting inspections, handling complaints, and adherence to policies and procedures.
- Carry out other general tasks from time to time, as directed by Line Manager that contribute to the team meeting its outcomes.
- Ensure tasks assigned are carried out effectively, efficiently and timely.
- Work within stipulated parameters and budgets.
- Work within the framework set out in the Policy and Procedures documents for the service and organisation, sector standards, funding contract requirements, relevant legislation and guidelines.
- Contribute to the continuous improvement and capacity building within the team, including proposing new and innovative ways to improve outcomes.
- Provide support for plans and proposals for new projects as requested by line manager.
- Communicate clearly and timely with line manager regarding progress, achievements, risks and challenges.
- Provide accurate, reliable and timely reporting as requested by the line manager.

### Personal Expectations

- Have a learning attitude and actively seek opportunities for personal and professional development (both internally and externally).
- Display an attitude that offers support and encouragement to others in the team.
- Be proactive in own practices to ensure a safe working environment for own self and colleagues including prompt reporting of accidents, incidents, and hazards.
- Ensure that the vision, mission, and values of the Trust are reflected in own work practices and workplace relationships (internal and external) including working from a kaupapa Māori framework.
- Manage confidential information in an appropriate way to ensure it remains confidential and meets Privacy legislation as well as organisational requirements.



## Expected Outcomes

- The Community Housing is well supported by this role in meeting its strategic and day to day outcomes.
- Provide specialised tenancy service, analysis, advice and recommendations, being responsible for compliance with tenancy standards and within the RTA, facilitating tenant support, rent management, conducting inspections, handling complaints, and adherence to policies and procedures.
- The vision, mission and values of the Trust are evident in daily work practices.
- Collaborative work practices are evident with mutually beneficial outcomes for:
  - Team and colleagues
  - Internal stakeholders
  - External stakeholders
- Visionwest's Kaupapa Māori practices are integrated into work practices.
- Income and expenditure meet budget expectations.
- Client service and sector standards are met (as applicable).

## Role competencies

- Solve problems of moderate scope and complexity requiring analytical and creative input, initiative and judgement.
- Assess, investigate, analyse and interpret information.
- Plan schedule and arrange own activities under general direction, within established policy and procedural guidelines.
- Internal and external relationship skills for liaising, gaining cooperation, convincing others, and explaining technical terms.
- A commitment to Te Tiriti o Waitangi and Visionwest's ongoing Kaupapa Māori journey.
- A desire to support those who are facing challenging circumstances in their lives, with a commitment to the vision, mission and values of Visionwest Community Trust, and an ability work within the objectives as set out in the Trust Deed.

Any of the accountabilities, reporting relationships, or other matters, which are specified above, may from time to time be altered by the Trust/ Visionwest Community Trust following consultation with the role holder.

### Qualifications & Prior Experience:

- Degree in relevant field with work related experience, or diploma level qualification with solid on-job experience.
- Level 4, Certificate in Residential Property Management is preferred, but not essential.

## Objectives of Visionwest Community Trust <https://visionwest.org.nz>

Approving manager:	
Version date:	



**Visionwest**  
Waka Whakakitenga

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**Employee Declaration:**

*I have read and understand the Position Description for **Tenancy Manager** and accept it.*

Name:

Signature: .....

Date: .....